

## Eastern Illinois University The Keep

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Minutes

Library Advisory Board

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2002

November 21, 2002

Library Advisory Board

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**MINUTES OF THE LIBRARY ADVISORY BOARD**  
**November 21, 2002**

The meeting was convened by Dr. Peter Loewen, Chair, at 4:05 p.m. in the Dean's Conference Room.

**Present:** Jenn Anderson, Kathryn Bulver, Chris Hanlon, Allen Lanham, Peter Loewen, Scott Meiners, Tom Moncada, Charles Phillips and Jeff Stowell

**Excused:** Melanie Burns, Steve Davis, Marylin Lisowski, Jamie Irving, Richard Jacques, Stacey Ruholl, Dawn Van Gunten, Mary Ellen Varble and Wafeek Wahby

## **I. Welcome and Comments**

The minutes from the October 16, 2002 meeting were approved as submitted. Dr. Loewen congratulated the Achievement and Contribution Awardees that were also members of Library Advisory Board. Dr. Loewen, Marylin Lisowski and Scott Meiners were all recipients of ACA Awards this year. The LAB meeting had been rescheduled due to the Achievement & Contribution Awards Reception being held on November 20 during the regularly scheduled time for the November meeting.

## **II. Communications**

Communications were received from Melanie Burns, Steve Davis, Marylin Lisowski, Richard Jacques, Stacey Ruholl, Dawn Van Gunten, Mary Ellen Varble and Wafeek Wahby that they would be unable to attend the meeting.

## **III. Old Business**

The 2002 Patron Satisfaction Survey results were discussed. Dr. Lanham expressed his concern regarding the response rate. Library personnel have tried various methods to increase participation in the survey, but have not been satisfied with the results. Kathryn Bulver suggested utilizing faculty to simultaneously distribute the survey during a class period when significant numbers of students are in class. The Board felt that if the survey were short and only required five minutes or less to complete, most faculty would be agreeable to the request. In addition, Kathryn suggested a small token of appreciation could be given to participating faculty. Dr. Lanham agreed to bring the suggestion to the Statistics Committee for consideration.

## **IV. New Business**

### **Other**

Concern regarding a glitch in the use of article indexes on campus was reported where patrons were being asked to input their 14-digit library number to gain access to databases. Dr. Lanham contacted Nackil Sung, Head of Technology Services for the Library and asked him for an explanation. Nackil will investigate and report to the Dean his findings.

*Scott Meiners*  
~~Chris Hanlon~~ asked why his Interlibrary Loan requests come in new envelopes rather than recycled envelopes. Dean Lanham explained that the library experiences much more outgoing mail than incoming mail which necessitates the use of new envelopes. Anyone with excess used envelopes is welcome to bring them to any service desk in the library for reuse. He also asked about the lack of signage in the building. He suggested that if signage wasn't in the immediate plans that perhaps a small card with stack location information could be made available at the service desks which would be small enough that students could keep them in their notebooks or billfolds and probably wouldn't be as expensive as the larger colored maps. Dean Lanham will discuss this suggestion with the Library Building and Signage Committee.

## **Dean's Report**

### Personnel Issues

On October 30, the Staff Development Committee hosted the final session of the customer service workshop for library staff. The workshops were offered through the Human Resources Department. Dean Lanham met with the facilitators to discuss feedback from the workshops.

### Budgetary Issues

The library bibliographers are busy purchasing library materials in order to meet an internal goal to have encumbered 60 percent of the Book and Materials Budget by November 30. This helps the areas of the library responsible for acquisitions and cataloging spread their work over the year, avoiding backlogs.

Dean Lanham provided an update to the disposition of the IDEAL/Elsevier. Biological Sciences will meet in early December to discuss their options. It looks like many academic press titles will be cancelled to purchase other titles. Access to IDEAL titles will end on December 31, 2002.

### Planning

After a student requested that the library extend its hours on Friday evening, the library monitored gate counts on Fridays for several weeks, the results of which would not support extending library hours on Friday afternoons. There has been a different request for extending library hours earlier in the morning, and Dean Lanham is waiting on the results of a survey conducted by student government before looking into this matter more closely.

The Summary for the 2002 Patron Satisfaction Survey was discussed earlier in the meeting.

Dean Lanham is submitting a grant proposal to the Illinois State Library to host a traveling exhibition entitled: "Elizabeth I: Ruler and Legend." Anyone interested in collaborating on this project is encouraged to contact him.

### Other

The revised Booth Library Users Code of Conduct was distributed. There were no major changes to the policy.

Dean Lanham shared a handout on an updated online reference service that was made available on the website effective November 1, 2002. The Ask-a-Librarian site now offers several choices for online patrons, which include live chats, pushing pages of information to the patron's computer, tutorial-type PowerPoint presentations, and group interactions. Dean Lanham will ask Pamela Ortega, the Reference Librarian responsible for the Ask-a-Librarian website to come to the next meeting to demonstrate the new site capabilities. After reviewing the handout, Jeff Stowell suggested moving the FAQ option on the web page to the top of the list in order to avoid having the e-mail option as the patron's first choice. Dr. Lanham will share his suggestion with Ms. Ortega.

Dean Lanham reported that he is currently working on an article which will feature Booth Library in an upcoming issue of the *Illinois Library Association Reporter*.

## **V. Adjournment**

Meeting adjourned at 5:00 p.m.

Peggy Manley, Recording Secretary